



Groundwork Cheshire, Lancashire & Merseyside.

RECRUITMENT PACK

BID Programme Manager (Town Centres)

CLOSING DATE: 5pm Monday 19th May 2025

Groundwork CLM | Charity Registration number 514727
74-80 Hallgate, Wigan, WN1 1HP.
www.groundwork.org.uk
T: 01942 821 444 | E: recruitment@groundwork.org.uk

Are you ready to be part of something extraordinary?

At Groundwork, we're not just a charity – we're a movement for positive change, and we are delighted that you are interested in joining us.

Groundwork was created in the early 1980s, during a time of social and economic crisis. The world may have changed a great deal since then, but our purpose and our work has never been more relevant, as we continue to provide a beacon of hope during times of uncertainty.

Making a difference isn't just our goal, it's the very the reason we exist. Imagine helping people who have become isolated to regain their confidence and get into jobs and training, or supporting families struggling with rising bills, or empowering communities to tackle climate change head-on. That's what we do at Groundwork. We are changing places and changing lives – every day.

But we can't do it alone. We need passionate individuals who share our values and our commitment to positive change. We are committed to diversity and we also believe that people with lived experience of the challenges facing the communities we serve are part of the solution. So, whether you're just starting out in your career, or looking to take your next step, we want to hear from you.

Join our growing team, where collaboration, learning, and personal growth are not just encouraged – they're celebrated. With excellent working conditions and an inclusive and supportive environment, Groundwork is more than a job; it's a journey of development, discovery and impact.

I hope this insight into Groundwork makes you excited about the opportunity to work with us and becoming part of something truly special.

A handwritten signature in black ink, reading "A. J. Darron".

Andrew Darron, Executive Director



ABOUT GROUNDWORK CLM

Groundwork is a charity working locally and nationally to transform lives in the UK's most disadvantaged communities.



Groundwork CLM is one of 15 Groundwork Trusts across England, Wales and Northern Ireland. Last year we carried out over 70 diverse projects each year. Projects that tackle climate change and help people out of fuel poverty. Projects that bring out the best in young people by helping them to improve their local area. Projects that build stronger communities by improving green space or creating jobs.

Last year, this contributed to the following outputs and outcomes.

- ✓ **More than 1900 community organisations and businesses supported**
- ✓ **Over 3,700 young people supported to learn and achieve**
- ✓ **Around 800 volunteers engaged**
- ✓ **Over 110,000 m2 of land either improved or managed and over 1500 trees planted**
- ✓ **Over 250,000 benefitting from public spaces we've improved**
- ✓ **1,600 people helped to reduce domestic energy use, water use & waste sent to landfill**



WORKING FOR GROUNDWORK CLM



VALUES

Our values inform what we do and how we do it.

We are environmentally aware and focused on communities in need.

We are knowledgeable, compassionate and work with integrity.

We provide leadership, are professional in our performance and driven to make a positive impact.

PROFESSIONAL

We are professional in our performance.

- hard working, efficient & effective
- ensuring all of our resources are used to maximise the impact of our work.

LEADERSHIP

We provide leadership and positive energy focused on helping communities to develop solutions.

INTEGRITY

We demonstrate the highest levels of integrity within our work.

- striving to build genuine partnerships that are committed to places for the long term.

MAKING AN IMPACT

We are driven to make a difference to our communities.

- we effect genuine change and we can demonstrate the impact of our work

COMPASSION

We take a person-centred approach that delivers compassionate support to those members of our community in need of our help.

KNOWLEDGE

We are knowledgeable in our field of expertise and use our creativity to develop new and innovative approaches to tackling difficult community problems.



EQUALITY AND DIVERSITY

We are fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services.

We value diversity and flexibility in our workforce as we think it gives us access to a wider range of skills. We therefore strive to be an equal opportunities employer. This means that decisions concerning recruitment, promotion or any other aspect of employment will be based on the needs of the organisation and not any assumptions based on sex, race, age, disability, gender reassignment, sexual orientation, married or civil partnership status, pregnancy or maternity, religion or belief (these are known as 'protected characteristics').

This is an important commitment, which all employees are expected to share.



SAFEGUARDING

We commit to doing everything we can to ensure the safety of those involved in our projects, programmes and services. Our safeguarding team ensures that our safeguarding policy and practices are rigorously implemented and continually reviewed and improved.

Our safer recruitment practices help us to ensure that we recruit colleagues who share our high standards and expectations. All job offers are conditional on the receipt of satisfactory references. Where appropriate, we ask our workers to complete a Disclosure and Barring Service (Criminal Records Bureau) check. We are also obliged to confirm your identity and obtain proof of your right to work in the UK.

We ask all staff to undertake safeguarding training when they join us.



SUSTAINABILITY



Groundwork CLM is committed to minimising its environmental impact and promoting positive environmental behaviour among its employees, service users, suppliers and partners. Our environmental policy sets out how we will manage our assets and activities in a way that's consistent with our values and demonstrates our commitment.

The policy relates to all areas of our work and contains responsibilities for all employees.

RECRUITMENT PROCESS

CLOSING DATE: 5pm Monday 19th May 2025

To apply for this position, please complete the application form available on our website which can be found here:

<https://groundwork.org.uk/about-groundwork/careers-across-groundwork>

Please return the following before the closing date:



Completed Application Form

Demonstrating how your knowledge, skills, experience and values meet the requirements of the role in line with the person specification.

Note: Your name and any information that could be used to identify your age, gender or ethnicity will be removed by our HR team before shortlisting



Signed GDPR Statement acknowledgment

This document will be removed by our HR team prior to shortlisting*



Completed Equal Opportunities Monitoring Form

This document will be removed by our HR team prior to shortlisting*



Completed Declaration of Convictions Form

This document will be removed by our HR team prior to shortlisting*



Completed Referees Form

This document will be removed by our HR team prior to shortlisting*.

This should contain contact details of 2 referees, one of which should be your most recent employer if you have one. Please note referees will not be contacted unless you are successful at interview stage.

*Groundwork CLM collects this data to help ensure that there is no discrimination in employment practice with regards to appointment, access to training, and promotion. This is a condition of the GDPR under which processing of sensitive data can take place.

Please send via email to: recruitment@groundwork.org.uk

Alternatively, you can send via post to: Groundwork CLM Recruitment,
74-80 Hallgate, Wigan, WN1 1HP.

INTERVIEWS

You will be contacted shortly after the closing date with an update on the status of your application.

BID Programme Manager

Town Centres

£38,800 - £40,700



Creating an Improved Environment for Businesses

Do you have what it takes to change places?

We are looking to recruit a BID Programme Manager to work as part of our successful business team. It's a brand new role and an exciting opportunity to get involved.

Groundwork currently manages nine successful BID programmes in the North West region. We support business parks, town centres and local authorities to implement Business Improvement District (BID) projects in their areas - and we have a strong track record in delivering transformational projects that make a real difference to our trading environments.

This is a key management role within the Business Improvement Districts & Business Services department of Groundwork Cheshire, Lancashire & Merseyside. The postholder will be responsible for the effective management of a team of Town Centre BID Project Managers, ensuring consistent, high-quality delivery of all Town Centre Business Improvement District (BID) projects and services across the Trust's operational areas.

The role will support the Deputy Director and work effectively with the Operations Manager, taking the lead on direct line management of the BID Project Managers and ensuring the coordination, consistency and quality of BID service delivery.

The role is part of a wider team of staff employed by Groundwork to enable the delivery of business projects and BIDs, including HR support staff, financial management staff, ICT, project co-ordinator staff and the business management team.

We are looking for someone with excellent interpersonal and organisational skills, the ability to use their initiative and a flexible approach to work.

For more information about the organisation, service or project please see www.groundwork.org.uk/sites/clm

What we will offer you

- > 25 days holiday entitlement increasing with length of service, plus public holidays (pro rata for part time staff)
- > Flexible working arrangements, depending on the needs of the role
- > Enhanced employer pension contribution (6%) increasing further with length of service
- > Cycle to Work salary sacrifice scheme
- > Employee Assistance Programme
- > Death in Service Benefit



JOB DESCRIPTION

BID Programme Manager (Town Centres)

Salary:	£38,800 - £40,700 per year
Hours of work:	Full time, 36.25 hours per week
Pattern of work:	9.00am to 5.00pm (includes 45 mins for unpaid lunch break) <i>Flexible start and finish times to be agreed with line manager</i>
Base:	Hybrid working – Office/Home based. (Offices based in Wigan, Northwich and Blackpool.) This role will work across all our town centre locations in Cheshire, Warrington Lancashire and Derbyshire. Much of the teams collaboration is completed through online working.
Location:	Current projects operate in Lancashire, Warrington, Derbyshire and Cheshire. The team have expansion plans to develop North West based projects, this is not exclusive and there maybe opportunities for development work outside of these areas.
Term:	Permanent
Responsible to:	Deputy Director - Business Improvement Districts & Business Services
Responsible for:	BID Project Managers. This may also encompass support staff based on the teams successes in developing and managing new BID Projects.

SCOPE OF THE ROLE

1. The role is responsible for managing a team of Town Centre BID Project Managers and ensuring these managers deliver high quality BID projects in line with the town's relevant BID proposal and the Trust's strategic and operational objectives.
2. The role is managed by the Deputy Director for BIDs and works closely with the Operations Manager in the development of continuous improvement of service provision to provide the highest quality services to our BID members, stakeholders and partners.
3. The role is expected to act as an ambassador for Groundwork and it's wider services when working with partners, funders and clients.

MAIN DUTIES AND RESPONSIBILITIES

> Finance

- Support and guide the BID Project Managers to manage BID budgets in line with approved expenditure plans and procurement procedures.
- Monitor financial performance across multiple BID projects, providing monthly reporting to the management team, raising variances with BID Project Managers and escalating any significant budget variances to the BIDs Management Team as and when they occur.
- Work effectively with the Operations Manager in liaising with Local Authority Business Rate teams to ensure that planned income levels for the projects are achieved or exceeded.
- Ensure that all investments through projects follow the Trust's procurement procedures and any funder requirements (including requirements of BID Boards or other public / private funder).
- Ensuring that any funding provided to 3rd parties / contractors / suppliers in the delivery of projects is subject to appropriate terms and conditions to achieve value for money and protect the interests and reputation of the trust and its funders
- Ensure BID Project Managers produce high quality, timely, accurate and representative BID accounts (annual and interim) for BID Boards as required by specific projects.

> Project/Task Management & Resources

- Ensuring the team of BID Managers prepare high quality annual delivery plans for projects.
- Coordinate the production of project delivery plans and timetables across the BID portfolio working closely with the Operations Manager.
- Ensure the delivery, monitoring and review of BIDs in line with the Trust's business plan, demonstrating continual improvement and added value.
- Ensure BID Project Managers deliver projects to consistently high standards and aligned to individual BID proposals.
- Ensure that all services delivered by BID Project Managers meet the needs of clients, funders and beneficiaries, ensuring that reports are quality control checked, accurate and correct.
- Follow procedures and processes to ensure that projects are delivered on time, to budget and in line with funder/customer requirements.
- Ensure BID managers comply with the Trust's project management systems, procedures and reporting tools.
- Maintain oversight of assets, equipment, and contractor-delivered services across BID areas.
- Oversee service delivery activities such as events, safety schemes, street enhancements, and business support initiatives.
- Support and guide BID Project Managers with the management of contractors/suppliers and resources delivered on BID Programmes, ensuring health, safety, environmental and other legal requirements are met.

> People Management

- Provide positive motivation and leadership to staff under your line management including Groundwork employees, contractors and suppliers.
- Manage staff and volunteers to standards expected by Groundwork's procedures, ensuring documented supervision and appraisal, providing clear direction, support and guidance as needed and ensuring development plans are in place and in line with the role and available resources
- Responsible for onboarding new members of staff including managing the induction and probationary process.
- Support the management of contractors/suppliers to ensure appropriate levels of capacity and skills are available to deliver projects.
- Ensure staff maintain their CPD in line with funders and other business requirements.

> Communication

- Report on the performance of projects through the completion of management reports.
- Maintain effective and positive relationships with a wide group of customers, funders, partners and stakeholders in the public, private and voluntary sectors, including, but not limited to businesses, BID Executive Board Members, Council officers / members and wider stakeholders.
- Oversee the delivery of high quality, effective communication and marketing strategies on all projects, to enable clear communication and messaging of project aims and achievements.
- Deliver presentations to businesses, stakeholders and partners as and when required.

> Development

- Collaborate with the Deputy Director and Operations Manager to identify areas for service development and growth.
- Support implementation of new BID projects and pilot initiatives.
- Promote cross-departmental collaboration to bring added value to BID areas and identify opportunities for broader Groundwork services.
- Contribute to the development and delivery of service improvement plans for the BID team.

> Monitoring and Evaluation

- Consistently monitor projects in line with departmental KPIs linked to client satisfaction and project / service delivery.
- Regularly review project outputs, outcomes and impacts, and ensure data is recorded in the relevant systems.
- Identify risks or delivery issues early and take corrective action in collaboration with senior colleagues
- Ensure all team activities are aligned with Groundwork's Programme and Performance Measures (PPMs).

Note:

This is a description of the job as it is currently envisaged at the date noted in the footer. It is the Trust's practice to review, from time to time, employee job descriptions and to revise them to ensure that they relate to the job that is being performed and/or to incorporate any changes being proposed. Any changes will be led by your line manager in consultation with you and any amendments will be approved by the relevant Service Director. You will have the opportunity, and are expected, to fully participate in such discussions. This job description is broad-based and is not intended to be an exhaustive list of all possible duties, as it is recognised that jobs may change over time. Should the duties change significantly, the post and salary level will be fully reviewed.

Person Specification

(requirements of the job holder)

Assessment Method Key –

A (application form), I (interview), P (presentation), E (exercise), R (role play)

	Essential (E)	Desirable (D)	Assessment Method
Experience			
Experience of working with businesses and / or other stakeholder in Town Centre Management, Regeneration, Economic Development, Business Support or Destination Marketing.	✓		A/I
Experience of managing Business Improvement Districts.		✓	A/I
Experience of working in a multidisciplinary environment with partners from public and private sectors.	✓		A/I
Experience of working with a range of online software solutions including CRMs.	✓		A/I
Experience of working with a range of organisations / stakeholders to influence opinions and behaviours.	✓		A/I
Experience of working in a political environment.		✓	I
Experience of managing budgets and generating income.	✓		A/I
Experience of managing projects.	✓		A/I
Experience of managing people.	✓		A/I
Experience of Quality Assurance.		✓	A/I

	Essential (E)	Desirable (D)	Assessment Method
Knowledge			
Project management knowledge.	✓		A/I
Business financial management.	✓		A/I
An understanding of Place Management and the role of town centres/business parks in place making and economic growth.		✓	A/I
Knowledge of Business Improvement Districts.	✓		A/I
Knowledge of business support service delivery.		✓	A/I
Skills and Abilities			
Ability to lead and motivate multidisciplinary teams.	✓		A/I
Skills to communicate effectively and persuade stakeholders of the benefits of collaborative working.	✓		A/I
Ability to work with and gain the co-operation of a wide range of people and organisations.	✓		A/I
Ability to manage own workloads, deal with conflicting demands and deadlines.	✓		A/I
Ability to analyse and present complex quantitative and qualitative information.	✓		A/I
Effective communication skills and the ability to communicate complex issues both in writing and verbally.	✓		I
Ability to produce clear, concise and effective written reports.	✓		I
Ability to develop and implement effective management processes to achieve high standards and best value in relation to quality, H&S, security and environmental performance.	✓		A/I
A creative approach to marketing and events or knowledge of place marketing.		✓	I

	Essential (E)	Desirable (D)	Assessment Method
Education, Training & Qualifications			
English, Maths at GCSE or equivalent.	✓		A
A Degree or equivalent in a relevant discipline e.g. marketing, economic development, planning, business studies.		✓	A
ILM Introductory Certificate in Supervisory Management or equivalent.		✓	A
Project / Financial Management Training (on the job or external).	✓		A
Personal Qualities and Commitments			
A commitment to understand and follow all GCLM Core Policies in all work practices.	✓		A/I
A demonstrable commitment to the aims and objectives of Groundwork, ensuring awareness of the up to date Mission and Vision Statements.	✓		A/I
Willingness to support the service team out of hours, including occasional evenings, early mornings and weekends, as and when required.	✓		I
Willingness to attend departmental/trust meetings/training events as and when required.	✓		I
Access to own transport to fulfil your role.	✓		A/I

Note to applicant:

Should you have any questions about the assessment methods, please don't hesitate to contact HR on 01942 821444 who will be happy to answer any questions and/or address any specific requirements or reasonable adjustments.

>> How to apply

Interested?

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